

COMPACT WITH TEXANS

The Executive Council, the Texas Board of Physical Therapy Examiners, and the Texas Board of Occupational Therapy Examiners will hold faithfully to the highest standards of ethics, accountability, efficiency, and openness in all its dealings with the public. We will demonstrate to the public and those we regulate the sincerity of our desire to license and regulate consistently, fairly, and sensibly, while keeping the health and welfare of people receiving services from our licensees as our driving concern.

As one of our customers, there are certain standards of service you should expect, and demand from us.

- To treat you with courtesy and respect.
- To provide you with timely and responsive service.
- To give you clear and accurate information - the first time.
- To follow through on our commitments to you.

We basically perform three services for our customers - license qualified applicants, enforce the PT and OT practice acts, and provide assistance and general information. These three services are sometimes intertwined, but we address them separately in this Compact.

Licensing

We are the only entity in Texas with the legal authority to license physical therapists, physical therapist assistants, occupational therapists, and occupational therapy assistants, and to register the facilities in which those services are provided.

We continuously look for ways to improve our administrative procedures so that, without sacrificing any assurance that the people we license are well qualified to provide services, we also satisfy the need of applicants and licensees to receive licenses and renewal certificates quickly. Although we consistently achieve license and renewal processing times well under

established standards, we continue to look for ways to improve the efficiency and accuracy of our all of our administrative procedures. If you have questions about the licensing process or wish to apply for licensure in one of these professions, please contact our office at (512) 305-6900. We have posted information about licensing requirements and procedures on our web site, but to avoid processing delays, and ensure that you get the right application and instructions, we ask that you request an application directly from us by calling or emailing our office.

When you apply for a license to practice PT or OT or to register your facility, we cannot complete the licensing process of your application (or renewal), until we have received all of the components required by law (e.g., signed application, affidavits, fees, exam application, etc.). However, once we have the complete application, we will put your license or renewal certificate in the mail within 3-5 working days. We will always give you an update on the status of your application over the phone if you call us and ask.

Enforcement

We are also required to enforce the Physical Therapy and Occupational Therapy Practice Acts.

You may file a formal complaint with us. If you wish to file a complaint against a person or facility regulated by the boards, or against an unlicensed person who you believe has violated any of the laws enforced by the Executive Council, please contact one of our agency investigators at (512) 305-6900. You may also file a complaint by calling the Health Professions Council's toll free number (1-800-821-3205), or by writing to us directly. To help you compose your written complaint, there is a complaint form available for downloading on our web site, but it is not required.

We attempt to resolve all complaints within six months, and have most of them completed within 90 days. We come close to that goal, but more complex cases may take us longer. The investigator assigned to your case will send you a written response to your complaint within ten working days. While the investigation is ongoing, the investigator will update you every 90 days in writing on the status of our investigation and again upon final disposition of the case.

Assistance

A major priority for the agency is to consistently provide a complete and timely response to all questions and concerns about the Executive Council and the two boards, general practice questions, information on persons or businesses we license and register in Texas, and other related services.

We strive to make information about the legal practice of physical therapy and occupational therapy widely available, both to the public and to our licensees, by maintaining updated information on the agency website, by school presentations to students preparing to take national licensure exams, and by responding to all questions from the public and our licensees. We try to demonstrate through our actions that we consider this an important task, and we budget the time and resources for it. We encourage and welcome suggestions, requests and feedback from all individuals. We are committed to customer satisfaction, and will strive to improve our performance as needed. We promise you a prompt response if you contact us with an inquiry or concern. Our standards are:

If you call us by phone during our normal work hours of 8-5, M-F, you can always expect to talk to a live human being. Since we are a small agency, we may have to put you on hold for a short period of time, or ask you to leave a message for the staff person who can best help you.

If you send us an e-mail at info@ecptote.state.tx.us or leave a message in a voice message mail box, unless the recipient of your message is physically unable to respond, we will contact you within 24 hours.

If you file a written complaint about the service you did (or did not) receive from agency staff, you will receive at a minimum a written response from the Executive Director within 10 calendar days from its receipt in our offices.

If you request information in accordance with the Texas Public Information Act, we will provide you the information as soon as reasonably possible and without delay.

You can get in touch with us in person at the Executive Council offices located in Room 510, Tower II, William P. Hobby, Jr. State Office Building, 3rd and Guadalupe Streets, Austin, Texas. You can reach us by mail at ECPTOTE, 333 Guadalupe, Suite 2-510, Austin, Texas 78701; by phone at (512) 305-6900; by fax at (512) 305-6951, or by email at info@ecptote.state.tx.us .

However way you contact us, we will ensure that you reach the most qualified employee available to help you.

While all staff members of the Executive Council serve the public, the position of agency customer relations representative is held by John Maline, the Executive Director. If you contact our agency with a problem or request for service, and you are not satisfied with the response you get, you should immediately contact him through any of the means listed above or by e-mail at John.Maline@mail.capnet.state.tx.us.